

# Sevocity EHR Case Study

## Community Health Centers of South Central Texas

### Clinic Background:

Community Health Centers of South Central Texas (CHCSCT) is located in Gonzales, Texas. CHCSCT is a Federally Qualified Health Center (FQHC) and began as a non-profit clinic with one provider and one nurse in 1966. Today, CHCSCT has 3 locations and has grown to over 80 full and part-time staff, including 9 providers. CHCSCT specialties include Family Practice, Internal Medicine and Obstetrics and Gynecology.

### Goals for Electronic Health Records:

In 2006 CHCSCT's providers began hearing about Electronic Health Records (EHRs) and the advantages of going paperless. Also, within the next several years FQHCs will be required to implement EHRs in order to receive federal funding they depend on. CHCSCT did not want to be pressed to implement an EHR on short notice and so began researching EHRs in 2006. Providers attended EHR seminars and staff researched laptop and tablet recommendations. CHCSCT Providers had heard about Sevocity EHR and visited an existing Sevocity customer.

In addition to its goal of utilizing an EHR to meet future FQHC requirements, CHCSCT had grown substantially and wanted to reduce the paper "mountain" of charts and make charts more accessible. CHCSCT also wanted to improve chart accuracy to assist in providing the best in patient care.

### EHR Requirements:

Based upon the information gathered in site reviews, seminars and the needs of their own providers and staff, CHCSCT developed the following criteria for their selected EHR:

- Easy to access
- Easy to customize for their clinic and individual providers
- Easy to use
- Detailed Audit Trails
- Excellent customer support
- A vendor that would be easy to work with

### Selection Process:

After several demonstrations, customer visits and reviews, CHCSCT selected Sevocity EHR in March 2007. According to Chief Operating Officer Penny Christian, R.N., "Sevocity was very easy to work with in the selection process and their existing customer's satisfaction spoke volumes about the company, the EHR solution and the type of service CHCSCT could expect."

**Implementation:**

In order to prepare for the implementation, a Sevocity Implementation Specialist worked with CHCSCT's project manager to study the clinic's workflow, gather all existing documents and customize Sevocity EHR's workflow and preferences for the clinic. The clinic decided to implement all providers and all EHR functionality at the same time, in order to get up and running as quickly as possible. Patient load was not reduced and on the first day, all providers began by documenting 3 patients each in the morning in Sevocity EHR and 3 patients in the afternoon. The goal for the number of patients documented was raised each day and, at approximately 30 days, all patient encounters were being documented in Sevocity.

**Results:**

CHCSCT has achieved its goal of becoming paperless and having easy access to patient records. All of the criteria for EHR selection were achieved. Ms. Christian adds that she is particularly appreciative of the ability to customize Sevocity to their needs and of Sevocity's highly responsive customer service team. "Sevocity has met all our EHR goals and criteria. We have also enjoyed several additional benefits including regular upgrades and free online monthly training classes. Sevocity is the easiest company to work with that I have found."

**About Sevocity:**

Sevocity (Se – vah – se – tee) is a combination of two words: seven, which signifies good luck or prosperity and velocity, which means speed or journey. Together, they create prosperous journey. Our mission is to facilitate a prosperous journey for our customers.

Sevocity empowers physician practices and health centers to embrace electronic health records (EHRs) by providing affordable, easy-to-use, Internet-based solutions backed by outstanding customer support. Sevocity's application service provider (ASP) solution provides secure, on-demand access to clinical information via the Internet. The ASP model offers physician practices and health centers cost effective solutions requiring minimal upfront investments to implement and without additional costs to maintain.

Based in San Antonio, Texas, Sevocity is a division of Conceptual MindWorks, Inc. (CMI). CMI specializes in providing exceptional biotechnology and medical informatics services and solutions. CMI is a recognized leader developing healthcare technology and has supported Department of Defense initiatives since 1990.

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